

Impact of AI on Banking

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This presentation is created by AI



Our Beliefs on AI

“AI is everywhere, except in the P&L”

Fundamental Capability

AI is a fundamental capability that has the potential to transform everything

Beyond Point Solutions

Delivering true impact will require going significantly beyond point solutions and changing end-to-end ecosystems

Outcomes Focus

Keeping an eye on outcomes is critical

Distinctive Capabilities

Success requires building distinctive AI capabilities, bringing them to bear onto critical business processes and developing the right governance and control framework around it to manage risks

Areas of Opportunity

We see 6 big areas of opportunity



Zero Operations Bank

Building a fully automated banking operation



D2C AI Propositions

Building D2C AI propositions and scaling business through these



Risk & Compliance

Strengthening risk, compliance and audit functions



Sales Force Productivity

Improving sales force productivity meaningfully



SDLC Improvement

Improving SDLC by 50%



Hands-off Businesses

Building hands-off the wheel businesses

AI Impact on P&L

Based on these opportunities, we believe AI can enable **visible impact on the bank's P&L** in a 3-year period; on a longer-term basis, impact could be material

01

Productivity Enhancements

Significant upside from productivity enhancements, though tough to capture

03

New Propositions

New propositions and other enhancements will help deliver structurally better business models, delivering further upside

02

Cost Reduction

Reducing costs is a here and now opportunity



Zero Operations Bank

Retail/wholesale operations is an area of opportunity

Current Process

Document Checking

Requires making/checking based on documents at the operations end

High NFTR

Results in high Not First Time Right rates

Time Consuming

Takes considerable time to process

High Costs

Involves high operational costs

Future State

Sales-End Checks

Move all checks to sales end, eliminate makers and over time eliminate/optimize checkers

Zero NFTR

Move to 0 Not First Time Right

Instant Outcomes

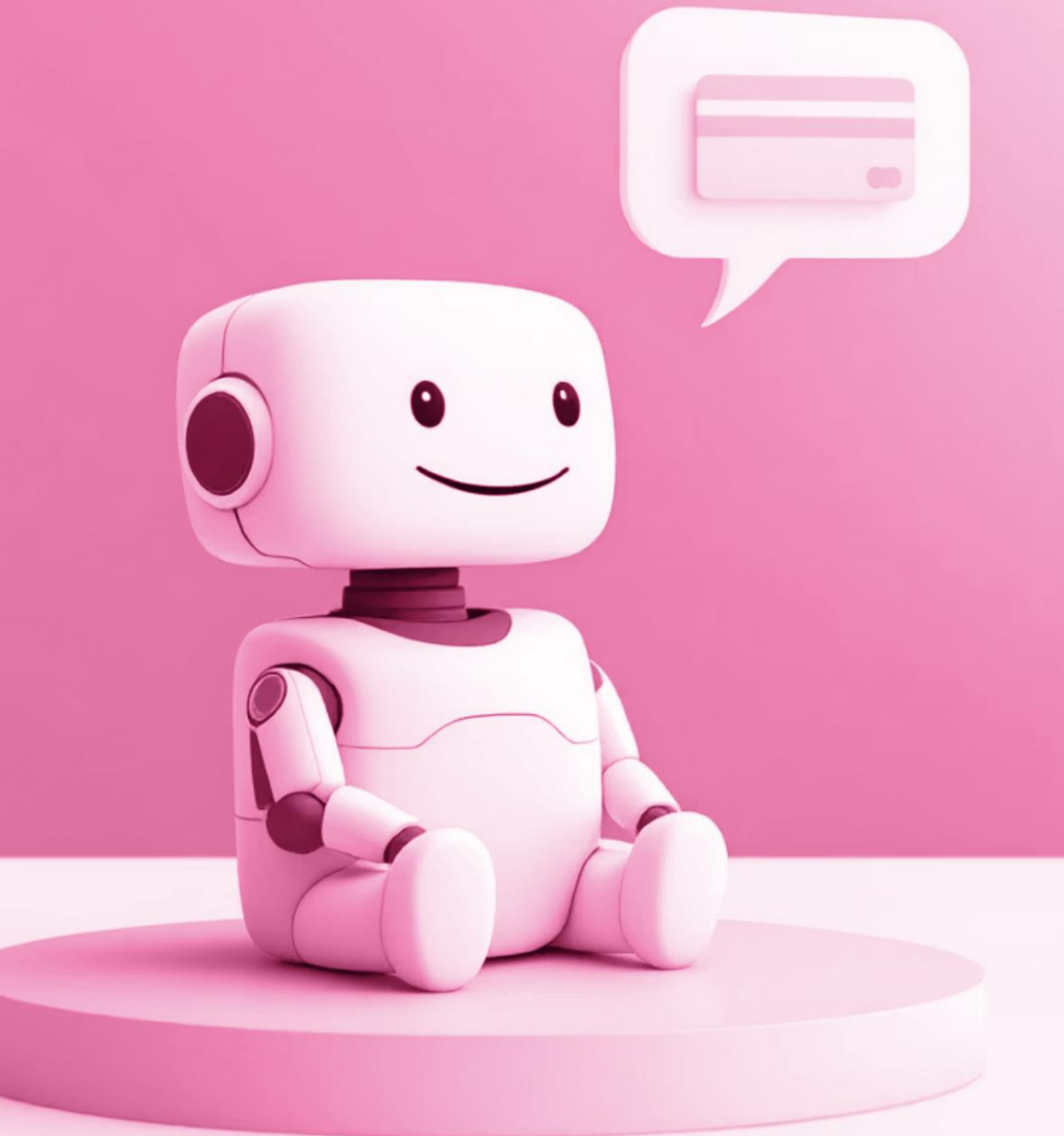
Deliver instant customer outcomes

Reduced Costs

Significantly reduce operational costs

Customer Service Transformation

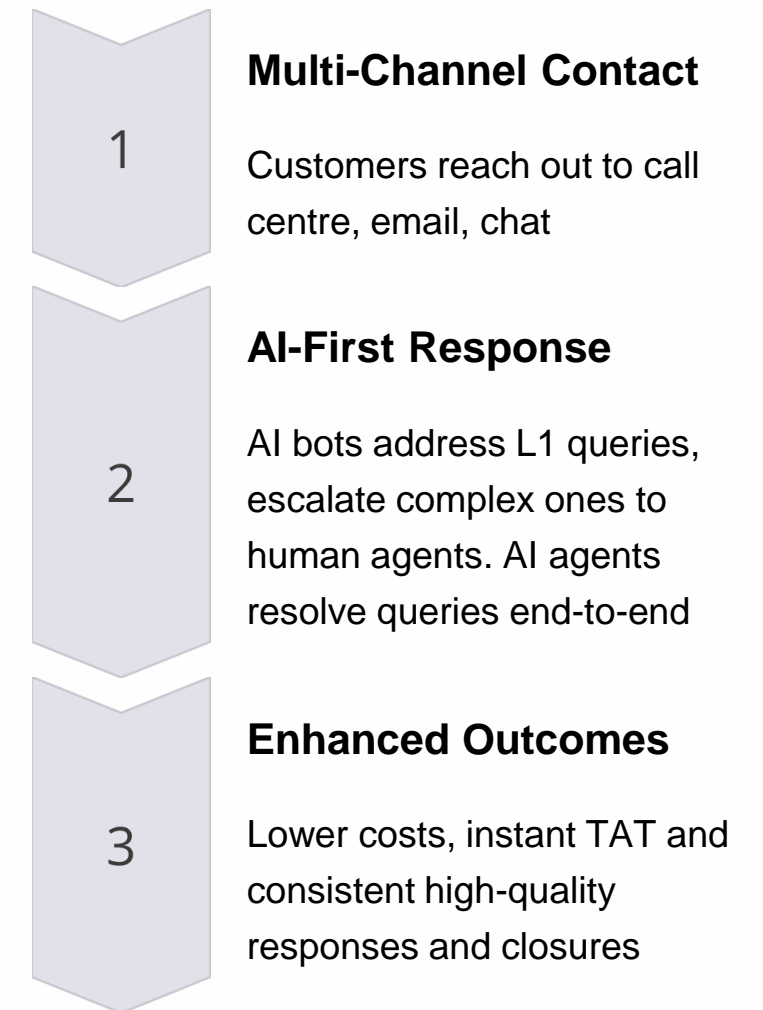
Customer service is another big area of opportunity



Current Process

- Customers reach out to call centre, email, chat
- Agents address L1 queries, superiors address L2 queries
- Results in high costs
- Higher TAT
- Inconsistent responses based on agent quality

Future State



Frontline Productivity

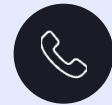
Frontline productivity improvement is the largest but the toughest piece to crack

A wide-ranging set of initiatives need to be delivered including:



Sales Teams

- Real-time feedback/coaching
- Sales call boosters (AI bots that can outcall, set up meetings, do first-line screening)
- Sales preparation (1-page briefing notes with history, portfolio performance, key talking points etc)



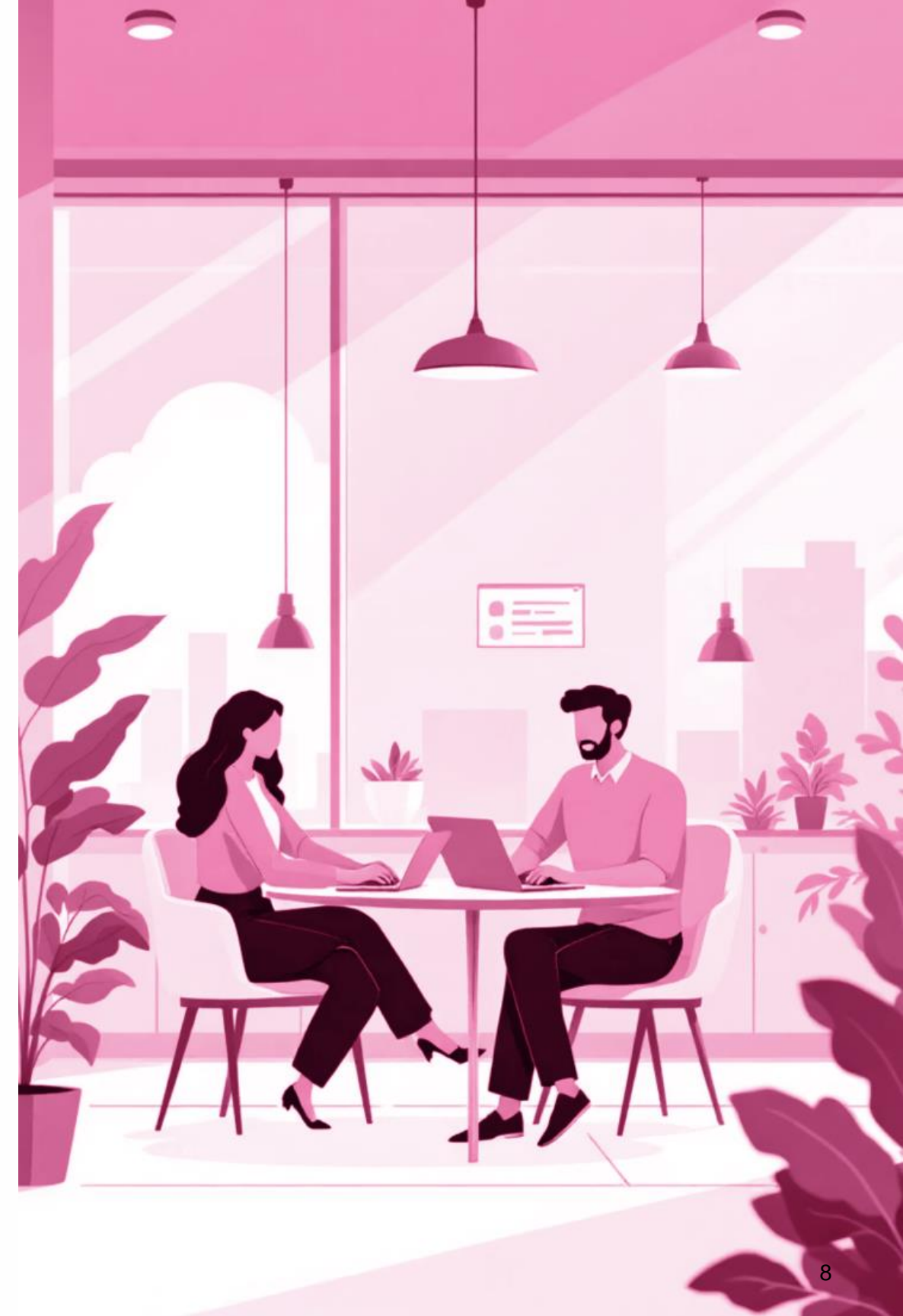
Outbound Calling

- AI-led calling bots for simple product sales
- AI bot calling with warm lead handover



Sales Operations Automation

- Auto-filling of forms, identifying issues
- Quoting prices



SDLC

Improving the SDLC

01

Business Requirements

Creating business requirement documents based on calls, emails and previous documents

02

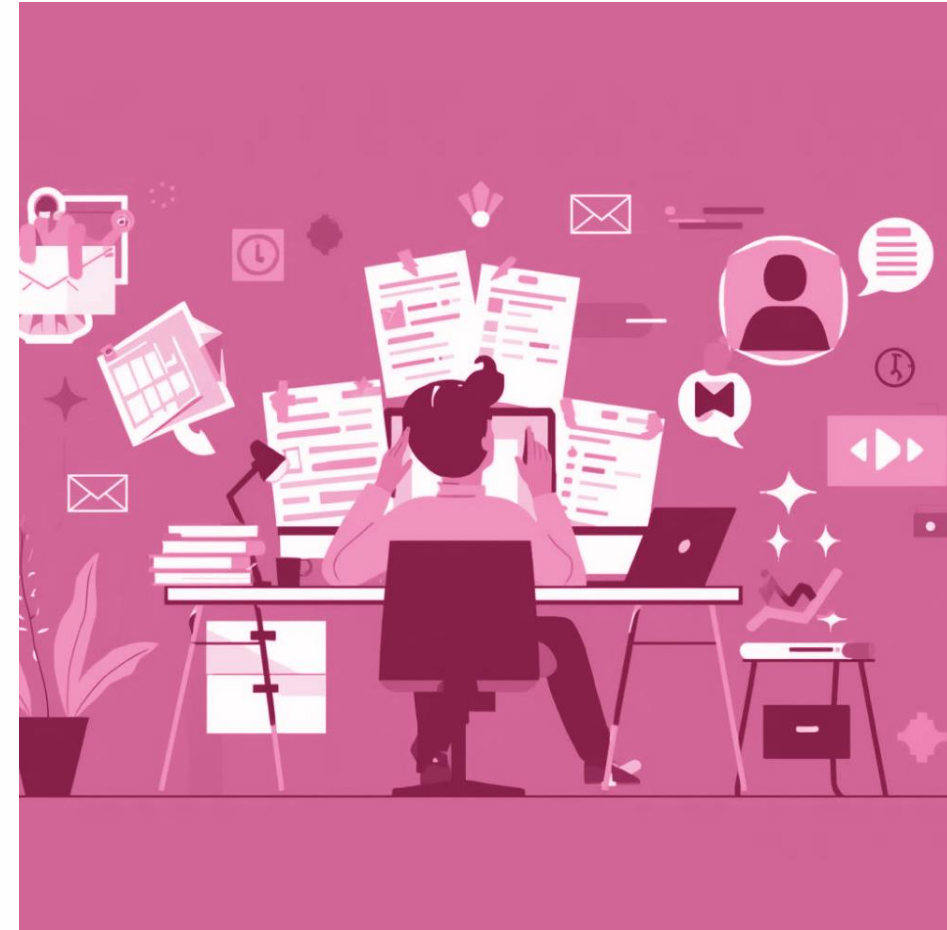
Vibe Coding

Enhanced coding capabilities

03

Automated Testing

Automated testing and infosec checks



Control Functions

AI to Enhance Control Functions

Policy Creation

Automated creating for policies/product notes

Compliance Checks

Compliance checks on new processes

Automated Audits

Automating audits, data quality checks etc on a 100% basis (vs sample)



Performance

AI for Real-Time Performance Management

Branch & ATM Audits

Automated auditing of branch and ATM operations

Quality Audits

Quality audits of work output

Sales Effectiveness

Sales pitch effectiveness analysis

Call Quality

Comprehensive call quality monitoring



Customer Propositions

Interactive Banking

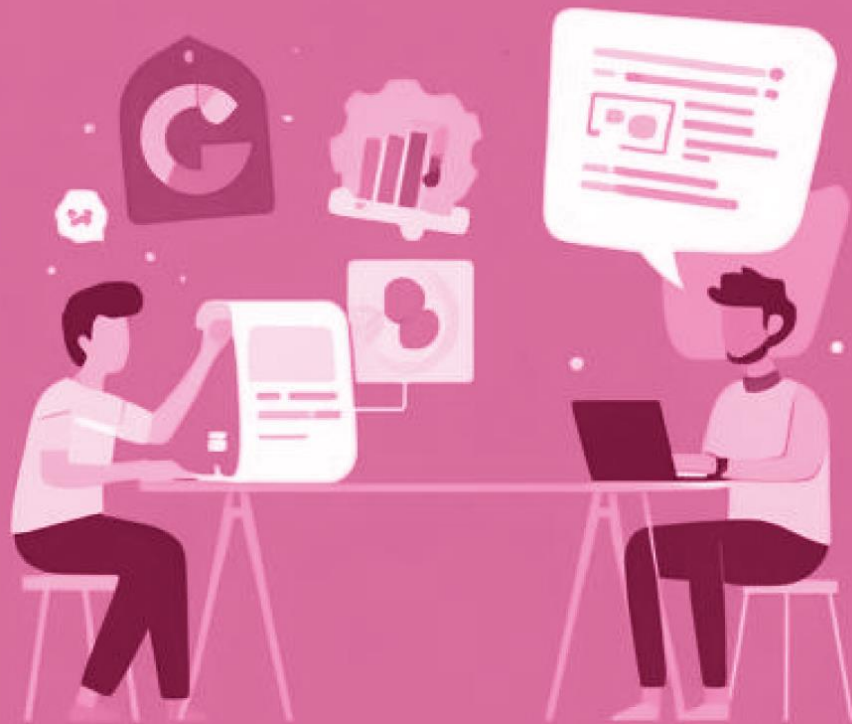
Interactive banking solutions

Money Saving

Aid customers save money (insights and nudges on spends)

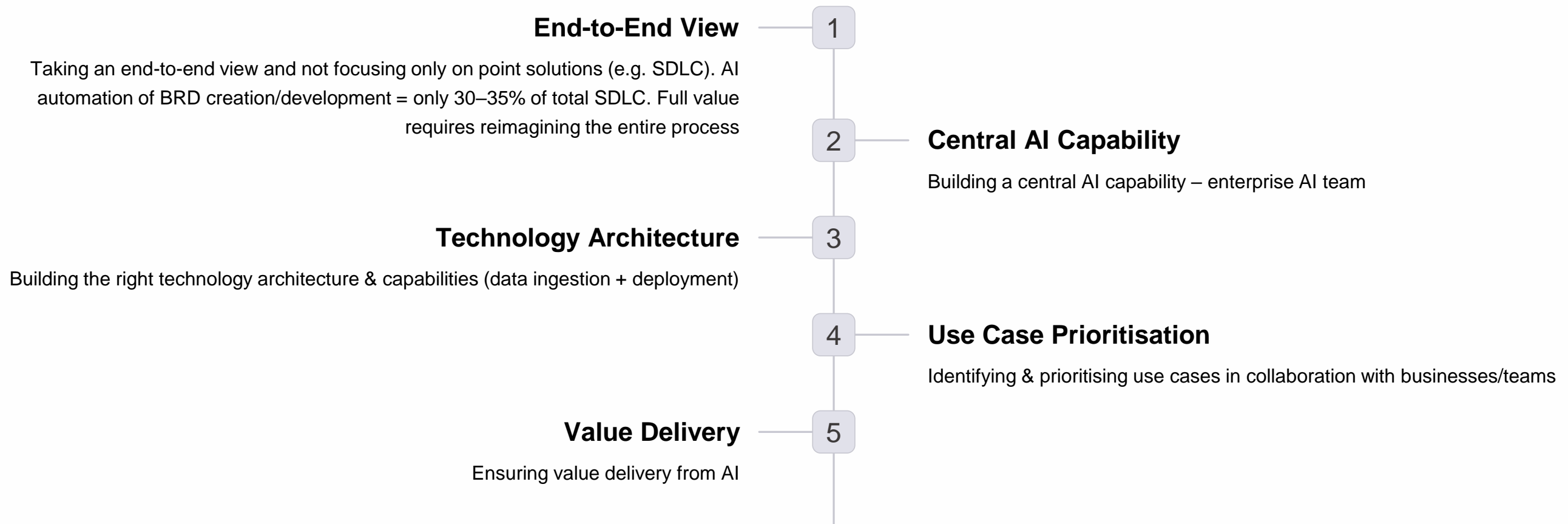
Investment Guidance

Aid customers invest better



Capabilities

Delivering value using AI will require a number of capabilities



Finally, AI is an equivalent of the movement from paper → core banking solutions or from rules → excel sheet. It requires skilling and adoption at mass scale to deliver full benefits.

Thank you

